BMW Group

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

December 16, 2011

Jeffrey Quandt
Chief, Vehicle Control Division
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, DC 20590

Re: PE11-025

Dear Mr. Quandt:

With this letter, BMW is responding to NHTSA's Information Request dated September 29, 2011 in the above captioned matter. As agreed with the agency, BMW would be responding to Questions 5 through 9 by December 16, 2011. Accordingly, the materials contained herein are BMW's response to Questions 5 through 9 of the Information Request.

As requested, BMW has repeated each question verbatim and provided our response accordingly. Our detailed responses are contained in the attachments.

Because a portion of our response to Questions 5 through 9, specifically CD No. 2, is considered by BMW to be confidential, it is not being submitted to your office. Rather, as instructed, CD No. 2 is being submitted to the Office of Chief Counsel, along with information supporting our request for confidentiality.

We are attaching to this letter the non-confidential portion of our response, CD No. 1 (Rev. 1). CD No. 1 (Rev. 1), an update from our November 18th response, includes files responsive to Questions 5 through 9, which are specifically contained in folder Rev. 1 on the CD.

Should you have any questions pertaining to the information enclosed with this letter, please contact me at (201) 571-5360, or Martin Rapaport of my staff at (201) 571-5208.

Sincerely,

Jan Urbahn
General Manager
Safety Engineering & Intelligent Transportation Systems

Attachment:

CD No. 1 (Rev. 1)

Cc:

K. Vincent, NHTSA, Office of Chief Counsel (Letter only)

Company
BMW of North America, LLC

BMW Group Company

Mailing address
PO Box 1227
Westwood, NJ
07675-1227

Office address
300 Chestnut Ridge Road
Woodcliff Lake, NJ
07677-7731

Telephone
(201) 307-4000

Fax
(201) 571-5479

Website
bmwusa.com

BMW Response
to
NHTSA PE11-025
18 Nov 2011
(Questions 1 – 4)

1. **State, by model and model year, the number of subject vehicles BMW has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by BMW, state the following:**

   a. **Vehicle identification number (VIN);**
   b. **Make;**
   c. **Model;**
   d. **Model Year;**
   e. **Ignition key technology (i.e. Comfort Access equipped);**
   f. **Version of shift-by-wire control software installed at delivery;**
   g. **Date of manufacture;**
   h. **Date warranty coverage commenced; and**
   i. **The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).**

   Provide the table in Microsoft Access 2003 or 2007, or a compatible format, entitled "PE11-025 PRODUCTION DATA."

   Response:

   The source of this information is our vehicle production database and is current as of 30 September 2011.

   The number of subject vehicles BMW has manufactured for sale or lease in the United States by Model and Model Year is contained in Table 1.

Model	Model Year	US Production
745I	2002	10,586
745LI	2002	7,639
745I	2003	6,754
745LI	2003	14,004
760LI	2003	679
745I	2004	5,402
745LI	2004	10,335
760I	2004	64
760LI	2004	458
745I	2005	2,392
745LI	2005	4,856
760I	2005	86
760LI	2005	164
750I	2006	6,860
750LI	2006	20,487
760I	2006	93
760LI	2006	581
750I	2007	4,039
750LI	2007	12,162
760LI	2007	214
750I	2008	3,298
750LI	2008	10,418
760LI	2008	102

Table 1.

Attachment "PE11-025 PRODUCTION-DATA" on CD No. 1 contains the requested information. Tab "US Production" contains all subject vehicles manufactured for sale or lease in the United States. There are 35 VINs which do not have a US state of sale; however, we are including them as they were produced for sale or lease in the United States. Tab "Software Level" indicates the software level for the subject vehicles. There are 1,102 vehicles in which a software level was not contained in the vehicle production database. Tab "Comfort Access Equipped" contains the list of subject vehicles equipped with the Comfort Access option.

2. **State the number of each of the following, received by BMW, or of which BMW is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:**

   a. **Consumer complaints, including those from fleet operators;**
   b. **Field reports, including dealer field reports;**
   c. **Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;**
   d. **Property damage claims;**
   e. **Third-party arbitration proceedings where BMW is or was a party to the arbitration; and,**
   f. **Lawsuits, both pending and closed, in which BMW is or was a defendant or codefendant.**

   For subparts "a" through "d," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

   In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and BMW's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

   Response:

   The source of this information is our customer contact database, various field report databases, and certain legal databases, and is current as of 30 September 2011.

   The number of reports, if any, by category, that may relate to the alleged defect is provided in Table 2. Table 2 also includes the number of reports, if any, in which an allegation, of the type noted in 2(c), is contained within the specific report in that category.

Category	Number	Number Including Allegation of Crash	Number Including Allegation of Injury	Number Including Allegation of Fatality
Consumer Complaints	1	0	0	0
Field Reports	45	0	5	0
Dealer Field Reports	1	0	0	0
Property Damage Claims	0	0	0	0
Third-Party Arbitration Proceedings	0	0	0	0
Lawsuits	0	0	0	0

Table 2.

For the field reports, although no crashes are indicated in the table, there are instances in which the owner has stated that the vehicle allegedly rolled. In some of those cases, as noted in the table, the owner has also stated that they have allegedly received an injury.

A "summary description of the alleged problem and causal and contributing factors and BMW's assessment of the problem, with a summary of the significant underlying facts and evidence" for items "c" through "f" is provided in response to Question 9.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

a. BMW's file number or other identifier used;
b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
c. Vehicle owner or fleet name (and fleet contact person);
d. Vehicle owner address, city, and state;
e. Vehicle owner telephone number;
f. Vehicle owner email address;
g. Vehicle's VIN;
h. Vehicle's make, model and model year;
i. Vehicle's mileage at time of incident;
j. Incident date;
k. Report or claim date;
l. Whether a crash is alleged;
m. Whether property damage is alleged;
n. Number of alleged injuries, if any; and
o. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2003 or 2007, or a compatible format, entitled "PE11-025 REQUEST NUMBER TWO DATA."

BMW Response
to
NHTSA PE11-025
18 Nov 2011
(Questions 1 – 4)

Response:

The source of this information is our customer contact database, various field report databases, and certain legal databases, and is current as of 30 September 2011.

Attachment "PE11-025-REQUEST-NUMBER-TWO-DATA" on CD No. 1 contains the requested information. Separate tabs are provided for the one consumer complaint, the field reports, and the one dealer field report. Note in the attachment that there are some incidents in which a field report does not exist as the vehicle was not able to be inspected. Nevertheless, BMW received information from the field about the incident, and therefore, is including that information as a "field report". Those incidents are identified on the field report tab. For those incidents, there is no field report copy to provide in response to Question 4.

The consumer complaint codes and code descriptions utilized in the search are contained in Table 3.

Consumer Complaint Code	Code Description
2410	Automatic Transmission – Shift between gears rough/harsh
2411	Automatic Transmission – Slips will not engage gear / shifts erratically
2412	Automatic Transmission – Shifts at wrong times
2413	Automatic Transmission – Delay/Hesitation between gears
2414	Automatic Transmission – Gear Selector difficult to operate
2415	Program Warning Indicator Light
2416	Leaking
2417	Other Transmission Issues
2307	Transmission – Transmission manual – Shift Lever
2313	Transmission – Manual Trans Shift Lever and Linkage
2400	Transmission – Automatic Transmission
6132	Ignition Switch

Table 3.

The field report, and dealer field report codes and code descriptions utilized in the search are contained in Table 4.

Field Report / Dealer Field Report Code	Code Description
2400	Automatic Transmission
2453	Parking Lock
3441	Parking Brake
6132	Ignition
194	Movement in Park

Table 4.

4. **Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method BMW used for organizing the documents.**

Response:

The source of this information is our customer contact database, various field report databases, and certain legal databases, and is current as of 30 September 2011.

Attachment "CONSUMER-COMPLAINT" on CD No. 1 contains a copy of the one consumer complaint.

Attachment "FIELD-REPORTS" on CD No. 1 contains copies of the field reports. Each field report is a separate file. As noted above in response to Question 3, there are some incidents in which a field report does not exist as the vehicle was not able to be inspected. Nevertheless, BMW received information from the field about the incident, and therefore, is including that information as a "field report". For those incidents, there is no field report copy to provide in response to Question 4.

Attachment "DEALER-FIELD-REPORT" on CD No. 1 contains a copy of the one dealer field report.

BMW Response
to
NHTSA PE11-025
16 Dec 2011
(Questions 5 – 9)

5. For each MY 2002 through 2003 incident vehicle within the scope of Request No. 2, provide copies of service histories related to vehicle software reprogramming/reflashing prior to the incident date and the state what level of shift-by-wire control strategy software was installed at the time of the incident (i.e., the shift logic when engine Start/Stop button is pressed).

Response:

The source of the vehicle service history information is BMW Warranty Group and is current as of 13 October 2011. The source of the vehicle software level information is BMW AG Engineering (Powertrain Group – Transmissions) and is current as of 12 December 2011.

Attachment "Att. 5a.zip" on CD No. 1 (Rev. 1) contains copies of complete service histories (through 13 October 2011) of each vehicle. Attachment "Att. 5b Wegrollen e65_SW-Stände d-e.xlsx" on CD No. 1 (Rev. 1) shows the software level of the shift-by-wire control strategy software which was installed in the vehicle at the time of the incident.

Of the 23 vehicles on the Attachment "5b" list, 2 vehicles had original programming, and 17 vehicles were reprogrammed in service with software levels including "Auto-P at ignition off" before the incident date. Hardware levels as of "HW*-Nr. 7530928" had programming level "Auto-P at ignition off" (i.e., level 7530928, level 7534928). Refer to the response to Question 6 for further information pertaining to hardware levels.

6. Describe all modifications or changes made by, or on behalf of, BMW in the design, material composition, manufacture, quality control, supply, or installation of the subject system (including hardware and software), from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:

a. The date or approximate date on which the modification or change was incorporated into vehicle production;
b. A detailed description of the modification or change;
c. The reason(s) for the modification or change;
d. The part number(s) (service and engineering) or software version number(s) of the original component or software, the part description (including acronyms), and the supplier;
e. The part number(s) (service and engineering) or software version number(s) of the modified component or software;
f. Whether the original unmodified component or software version was withdrawn from production and/or sale, and if so, when;
g. When the modified component or software revision was made available as a service component or service reflash/reprogram; and
h. Whether the modified component or software version can be interchanged or reflashed/reprogrammed with earlier production components.

Response:

The source of this information is BMW AG Engineering (Powertrain Group – Transmissions) and is current as of 7 December 2011.

From BMW 7-Series Start-of-Production (November 2001) through February 2003, the BMW 7-series had the transmission shift logic "Auto-P at key removal". With this transmission shift logic, if transmission gear Drive "D" or Reverse "R" is engaged, then after an "engine off" condition, the transmission shifts to Neutral "N" when the vehicle comes to a stop. After removal of the key/ID-card from the key-slot, the transmission shifts to Park "P".

BMW Response
to
NHTSA PE11-025
16 Dec 2011
(Questions 5 – 9)

From March 2003 production until BMW 7-Series End-of-Production (July 2008), the BMW 7-Series had the transmission shift logic "Auto-P at ignition off". With this transmission logic, if transmission gear Drive "D" or Reverse "R" is engaged, then after an "engine off" condition AND after an "ignition off" condition, the transmission shifts to Park "P" when the vehicle comes to a stop. This transmission shift logic is also independent regarding whether the key/ID-card is in the key-slot or not in the key-slot (vehicle option "Comfort Access" introduced March 2004 for US production).

Hardware levels as of "HW*-Nr. 7530928" had programming level "Auto-P at ignition off" (i.e., level 7530928, level 7534928). Attachment "Att. 6 HW_SW-Historie engl.xlsx" on CD No. 1 (Rev. 1) contains additional information pertaining to the hardware levels.

Attachment "Att. 6 HW_SW-Historie engl.xlsx" on CD No. 1 (Rev. 1) contains additional information pertaining to the subparts of Question 6.

7. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, BMW. For each such action, provide the following information:

a. Action title or identifier;
b. The actual or planned start date;
c. The actual or expected end date;
d. Brief summary of the subject and objective of the action;
e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

Response:

The source of this information is BMW AG Engineering (Powertrain Group – Transmissions) and is current as of 7 December 2011.

Attachment "CONF-PE11-025-Q7.pdf" on CD No. 2 provides a summary of the "actions" and of the information requested in Question 7(a) through 7(f). Additional attachments on CD No. 2, as discussed in Attachment "CONF-PE11-025-Q7.pdf" provide further detailed information pertaining to the specific actions.

8. Provide the following information regarding all versions of the subject system and the engine Start/Stop button used in the subject vehicles:

a. Describe the functionality of engine Start/Stop button, also including the control logic for the engine Start/Stop button when the vehicle is moving *and* when the vehicle is stopped;
b. Describe all software and hardware filtering (including that related to debounce) and built-in fault maturity mechanisms for ignition/gear shifter signals on both the ignition/gear shifter assemblies and the Transmission Control Module (TCM);
c. Provide a synopsis of system (software and hardware) verification strategies including any online (real-time)/offline (algorithm) hardware-in-the-loop (HIL) simulations and list any model interoperability across different platforms; and

BMW Response
to
NHTSA PE11-025
16 Dec 2011
(Questions 5 – 9)

d. Provide an overview of all differences between in the BMW 7-series TCM, ignition switch, and gear selector software and the software used in other BMW products equipped with shift-by-wire and/or Comfort Access technologies. Include a discussion of modeling language, software reusability and maintainability, fault tolerance and modularity. List both platform independent and platform specific software functions, development tools and any associated pieces of hardware.

Response:

The source of this information is BMW AG Engineering (Powertrain Group – Transmissions) and is current as of 7 December 2011.

Question 8(a)

For a general description of CAS Car Access System refer to Attachment "CONF-Att. 8a mfp-hgk-e65-fahrzeugelektronik CAS-en[1].pdf" on CD No. 2.

For a general description of the optional CA Comfort Access refer to Attachment "CONF-Att. 8a mfp-hgk-e65-e66_comfort_access_en.pdf" on CD No. 2.

For an overview of Start-Stop-Button functions with option Comfort Access refer to Attachment "CONF-8a E65_Übersicht_SST-Funktionen d-e.xlsx" on CD No. 2. This is also valid for vehicles without the feature Comfort Access.

For specific functionalities refer to Attachment "CONF-Att. 8a_8b_without_CA_en.pdf" on CD No. 2.

For specific functional adjustments at introduction of Comfort Access refer to Attachment "CONF-Att. 8a_8b_with_CA_en.pdf" on CD No. 2.

Question 8(b)

For an overview of the function before the introduction of Comfort Access, refer to Attachment "CONF-Att. 8a_8b_without_CA_en.pdf" on CD No. 2.

For an overview of functional adjustment – Introduction of Comfort Access – refer to Attachment "CONF-Att. 8a_8b_with_CA_en.pdf" on CD No. 2.

Question 8(c)

Automated functional and fault reaction tests on the HIL for each software release and for each series data edition (BMW and suppliers).

Automated functional and fault reaction tests in the vehicle for production statuses and for relevant changes (BMW and suppliers).

Classification of mechanical and hydraulic components by suppliers in relation to service life, geometrical integration, electromagnetic, electrical, and thermal compatibility.

For an overview of the system acceptance process (standard process for planned Integration-stages), refer to Attachment "CONF-Att. 8c E-E_Systemabnahme_Negele_englisch.ppt" on CD No. 2.

If required BMW can provide system acceptance data for all different I-stages from start to end of production, however there is no information relevant to the alleged defect.

BMW Response
to
NHTSA PE11-025
16 Dec 2011
(Questions 5 – 9)

Question 8(d)

	BMW 7-series: E65 Shift-by-Wire	Other BMWs – Shift-by-Wire
Suppliers	Bosch	ZF
Modelling language	Competence of supplier (derived from BMW requirements specs)	Competence of supplier (derived from BMW requirements specs)
Fault tolerance / fault detection / Backup reactions	Specific functional diagnosis / fault documentation	Specific functional diagnosis / fault documentation
software reusability and maintainability	Competence of the supplier (derived from BMW requirements specs)	Competence of the supplier (derived from BMW requirements specs)
Functional deviations	Engine with Comfort Access vehicle and non-inserted key switches off spontaneously (engine off and ignition ON): After ignition OFF→ transmission in position N (Focus: move vehicle out of the danger zone in case of breakdown)	Engine with Comfort Access vehicle and non-inserted key switches off spontaneously (engine off and ignition ON): After ignition OFF→ transmission in position P (Focus: vehicle secured against rolling away even when it breaks down)
Software architecture (hardware-related)	Competence of the supplier (derived from BMW requirements specs)	Competence of the supplier (derived from BMW requirements specs)
Development tools	Competence of supplier	Competence of supplier

Further information pertaining to the above table is provided in response to Question 9(b) Circumstance 1.

9. Furnish BMW's assessment of the alleged defect in the subject vehicles for each version of engine Start/Stop button control software used and for vehicles with and without Comfort Access, including:

a. All circumstances BMW has identified that could result in the subject system shifting to, or remaining in, Neutral when the driver presses the engine Start/Stop button to stop the engine;
b. All vehicle design and human factors causal or contributory factor(s) related to the potential for unintentional/unexpected shift to Neutral when a driver is attempting to

park a subject vehicle, include specific event sequence diagrams for the operator control actions/inputs necessary for each scenario described;

c. BMW's assessment of the reason(s) for variability in the subject system shifting depending on how the engine Start/Stop button is pressed;

d. State whether variability discussed in item "c" is a result of design intent and, if so, provide copies of relevant engineering documentation;

e. The risk to motor vehicle safety that it poses, including BMW's assessment of the causes and contributing factors for all crash reports submitted in response to this information request;

f. What warnings, if any, the operator of the vehicle would have that the alleged defect was occurring or subject system was malfunctioning, and

g. The reports included with this inquiry.

Response:

The source of this information is BMW AG Engineering (Powertrain Group – Transmissions) and is current as of 7 December 2011.

Question 9(a)

Circumstance #1:
➔ Target function:

- Transmission Position D or R
- Vehicle speed>10 km/h
- Multiple actuation of the start-stop-button (certain frequency, 1x long push >1sec, or 3x short-push within 3sec)
- Engine AND ignition OFF

Function:
Auto-N function

Attachment "CONF-Att. 8a_8b_without_CA_en.pdf" on CD No. 2, specifically Section 2.2.2.2 contains additional information.

Circumstance #2:
➔ Target function:

- Transmission position N
- Key plugged (key in slot)
- Actuation of start-stop button
- Shutdown of engine (ignition off)

Function:
N dwell function

Attachment "CONF-Att. 8a_8b_without_CA_en.pdf" on CD No. 2 contains additional information.

Question 9(b)

Circumstance #1:
➔ Target function:

- Transmission Position D or R
- Engine shut down (e.g. engine fault or empty tank)

- Engine off and ignition ON

Function:
If the engine actively shuts down and the ignition initially remains switched on (e.g. engine fault or empty tank), Position P should not be automatically engaged, when the driver switches off the ignition and possibly tries to restart the engine. Instead position N remains engaged.

Attachment "CONF-Att. 8a_8b_with_CA_en.pdf" on CD No. 2 contains additional information.

Circumstance #2:

- Transmission Position D or R
- Multiple actuation of the starter button (human factor, pushing start-stop-button 2x or 3x at an interval of 300-500ms)
- Engine off and ignition ON (which corresponds to the emergency engine failure function (9(b) Circumstance #1))

Circumstance #3:

- Transmission Position D, R OR/AND
- simultaneous actuation of P and R/N/D

If several signals from the controls (e.g. R, N, D; P-buttons) are recognized at the same time, i.e. in one and the same message, then the system will proceed according to the following table.

Combination	**P-button active**
Selector lever Pos. R	*)
Selector lever Pos. N	P → P R → N
Selector lever Pos. D:	D → N N → N
P-button active	

*) If a P-button is actively identified in combination with a selector lever actuation, either P will be retained (initial pos. P) or N engaged (initial pos. R, D) or N retained (initial pos. N).

Attachment "CONF-Att. 8a_8b_without_CA_en.pdf" on CD No. 2 contains additional information.

Question 9(c)

Dependency of the actuation frequency of the starter button is described in response 9(a) and 9(b).

Question 9(d)

Development target:

- Attachment "CONF-PE11-025-Q7.pdf" on CD No. 2, specifically the responses to Question 7(f), and Attachment "CONF-Att. 8a_8b_with_CA_en.pdf" on CD No. 2 contain the requested information.

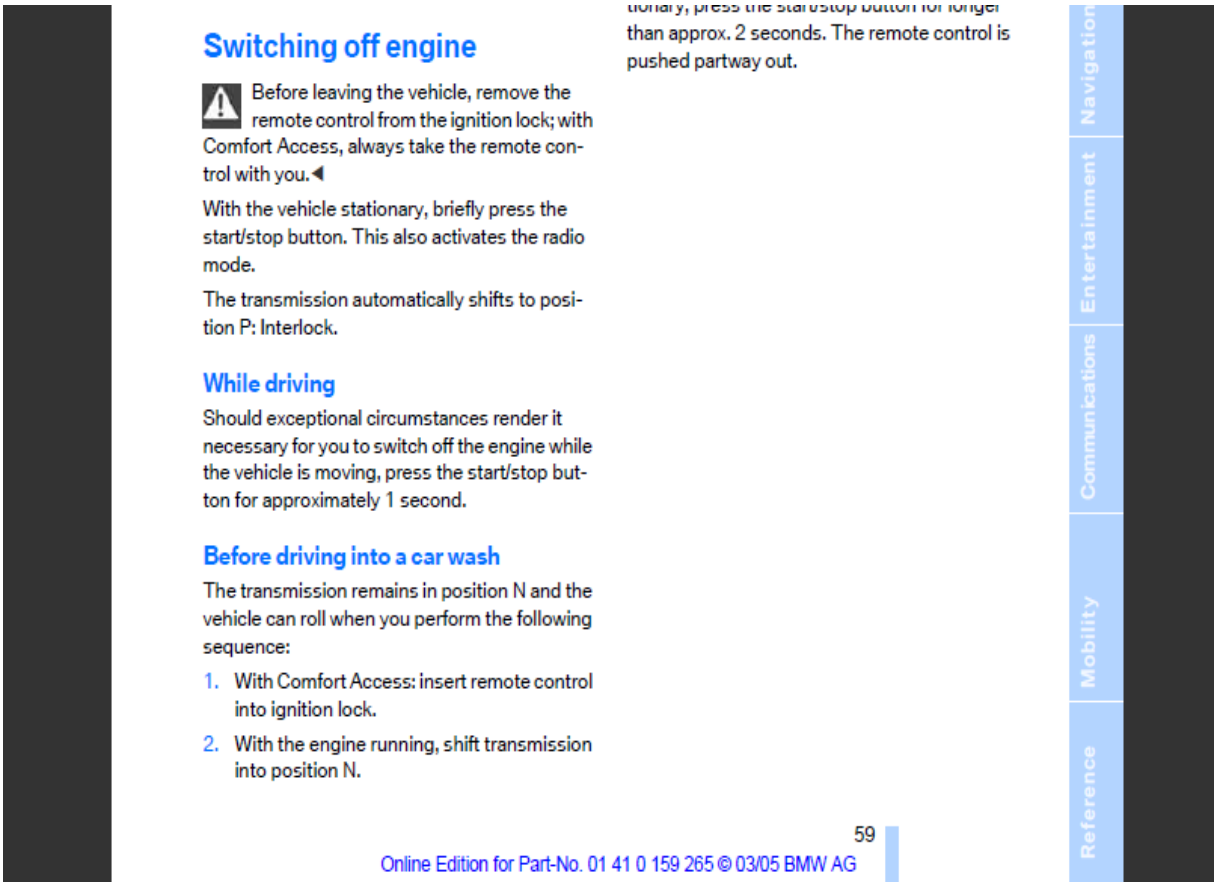
- BMW 7-Series requirements specifications for Shift-by-Wire.

Question 9(e)

The 2x actuation of the start-stop-button in the interval of 300-500 millisecsonds at vehicle stop constitutes a very rare operating step, which a driver does not typically produce. Transmission shifts to AUTO-N when recognizing „ignition on" and engine still not off (n>100 rpm).

This case was, on the basis of the emergency stop function, internally assessed as similar to that target function, since for the BMW 7-series at that time the philosophy "Focus: move BMW vehicle out of the danger zone in case of breakdown" was valid. Both, this approach for the 7-series and the philosophy change for BMW 7-series successor models with focus "vehicle secured against rolling away even when it breaks down", have its pros and cons. In the latter case it is possible to move away breakdown vehicles only after manual release the transmission lock by use of tools. Also, contrary to the expectations, if this condition should have been produced, the driver would be informed by the warning messages mentioned in response 9(f).

The vehicle feature involving the 3x short push was not a feature or instruction provided to the customer, e.g. in the owner's manual. The owner's manuals up to prod. 8/05 contained a paragraph describing this emergency off function during driving 1x long push, but not the 3x short-push. Copied below is an excerpt from an owner's manual. Refer to the paragraph under the heading "While Driving". As of production 9/05 the paragraph describing this emergency stop function was no longer contained in the owner's manuals.



tionary, press the start/stop button for longer than approx. 2 seconds. The remote control is pushed partway out.

Switching off engine

Before leaving the vehicle, remove the remote control from the ignition lock; with Comfort Access, always take the remote control with you.◀

With the vehicle stationary, briefly press the start/stop button. This also activates the radio mode.

The transmission automatically shifts to position P: Interlock.

While driving

Should exceptional circumstances render it necessary for you to switch off the engine while the vehicle is moving, press the start/stop button for approximately 1 second.

Before driving into a car wash

The transmission remains in position N and the vehicle can roll when you perform the following sequence:

1. With Comfort Access: insert remote control into ignition lock.
2. With the engine running, shift transmission into position N.

59

Online Edition for Part-No. 01 41 0 159 265 © 03/05 BMW AG

Navigation
Entertainment
Communications
Mobility
Reference

Question 9(f)

Refer to the response to Question 9(b), Circumstance #1:
.Warning on leaving vehicle:

- Transmission in N, and an audible chime.

Refer to the response to Question 9(b), Circumstance #2:

- Flashing transmission position in display, and an audible chime.

Question 9(g)

Attachment “CONF-PE11-025-Q7.pdf” on CD No. 2, specifically the response to Question 7, Action #2 contains the requested information.

PE11-025

BMW

12/16/2011

DEALER-FIELD-REPORT

A subsidiary of
BMW AG

BMW of North America
Pink Sheet Report

This technical report is submitted to responsible Service Engineering Member when the information herein can benefit Quality & Service Engineering Department.

Model/Model Year:	745LI US / 2002	**Chassis:**	DR03067
Production Date:	05/2002	**Dealer Name:**	DAVE WALTER, INC.
Repair Date:	12/02/2003	**Dealer Location:**	450 W. EXCHANGE ST.
Actual Mileage:	22162	**City / State:**	AKRON / OH
Defect Code:	2400		

Complaint:

PUT CAR ON A FLATSTALL PUT CAR IN PARK SHUT CAR OFF GOT OUT OF CAR AND CAR STARTED ROLLING ? CHECKED ALL FAULT MEMORY NO FAULTS GOT BACK INTO CAR PUT BRAKE ON STARTED CAR PUT INTO PARK THEN INTO REV THEN DRIVE AND BACK INTO PARK AND ALL HELD CAR WAS OK? ANY ANSWERS WOULD BE HELPFUL CONTACT ME AT 330762-0791THANKYOU TIM ROBINSON

Correction:

PE11-025

BMW

12/16/2011

CONSUMER-COMPLAINT

BMW of North America, LLC
BMW Group Company

Customer Service Request Detail # 201126600819

Customer

Name:	[redacted]
Preferred Communication Method:	
Work #:	
Home #:	
Cell #:	[redacted]
Street Address:	[redacted]
Apt/Ste:	
City/State/Zip:	Saint Petersburg, FL[redacted]

Vehicle

VIN:	WBAGN63454D[redacted]
Chassis # (US):	DS48595
Chassis # (Non - US):	
Year:	2004
Model:	745Li
Mileage:	
Sale:	03/30/04
In Service Date:	03/30/04
Production Date:	11/28/03

Service Request

Service Request #:	201126600819
Brand:	BMW
Type:	Inquiry
Source:	Phone
Current Status:	Closed
Date Opened:	9/23/2011 04:02PM
Created By:	Schuster, Rachel
Rep Assigned:	Miller, Kara
Date Assigned:	9/29/2011 05:40PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	9/29/2011 06:00PM
Close Rep:	Miller, Kara
Issue Note:	recall inquiry / multiple issues w/ veh not diagnosed.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV09	RECALL/CAMPAIGN CONTACT	NO OPEN RECALLS ON VEHICLE	EA01	NO OPEN RECALLS ON VEHICLE
SV06	TECHNICAL ASSISTANCE / INFORMATION	TRANSMISSION - AUTOMATIC TR	2415	Automatic Transmission - Program Warning Indicator L

Solution Notes

Created	Solution
9/23/2011	Wtr adv most of these issues do not reflect recall history (other than brakes) but red warning light indicate serious problems and wtr recommended taking veh to dlr for diagnosis, preferably by tow. Wtr adv since wty has expired these repairs cust pay.
9/29/2011	wtr adv that there are no open recalls on the veh-wtr adv there are only two states a recall can exist in open or closed-wtr adv that service history is avail through dlr and should be able to confirm past repairs-wtr adv that dlr inf her that they see n

Attachments

File Name	Comments

Created: 11/15/2011 01:57PM
By Customer Relations Dept

Customer Service Request Detail # 201126600819

Activity Status:	Done	Activity Updated:	9/23/2011 04:52PM
Activity Type	Customer Interaction	Activity Updated By:	Malpass, Joe
Activity Assigned To:	Schuster, Rachel	Emal From:	
Activity Created:	9/23/2011 04:03PM	Email To:	
Activity Created By:	Schuster, Rachel		
Activity Description:	Recall Inquiry		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	9/23/2011 04:52PM
Activity Type	Customer Interaction	Activity Updated By:	Malpass, Joe
Activity Assigned To:	Malpass, Joe	Emal From:	
Activity Created:	9/23/2011 04:46PM	Email To:	
Activity Created By:	Malpass, Joe		
Activity Description:	Cust stts is experiencing multiple issues w/ vehicle, wtk if related to prev recalls >>		

Note Created: 9/23/2011 04:46PM	Note Created By: Malpass, Joe	Note Type: Customer Interaction

>> Wtr adv no open recalls, previous recall work already completed at Bert Smith would carry two years warranty coverage on any changed components.
Cust stts experiencing similar issue w/ brakes as symptoms prior to recall - pedal almost to floor before stopping power is acheived. Cust stts veh also shows multiple warning lights, sometimes red sometimes yellow. Cust stts veh will not always engage park or drive gear. Cust stts veh stalled while performing u-turn once. cust stts seat heaters get too hot. Cust stts dlr tried to repair issues w/ drain hoses overflowing water to veh interior but problem has returned.

Wtr adv most of these issues do not reflect recall history (other than brakes) but red warning light indicate serious problems and wtr recommended taking veh to dlr for diagnosis, preferably by tow. Wtr adv since warranty has expired these repairs are likely to be customer pay.

Activity Status:	Done	Activity Updated:	9/29/2011 05:59PM
Activity Type	Dealer Interaction	Activity Updated By:	Miller, Kara
Activity Assigned To:	Miller, Kara	Emal From:	
Activity Created:	9/29/2011 05:40PM	Email To:	
Activity Created By:	Miller, Kara		
Activity Description:	wtr called out to dlr (spoke with tony) to verif if any transmission recall work had been performed on the veh.dlr conf no trans recall work.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	9/29/2011 05:59PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Kara
Activity Assigned To:	Miller, Kara	Emal From:	
Activity Created:	9/29/2011 05:58PM	Email To:	
Activity Created By:	Miller, Kara		
Activity Description:	ccibi for recall inquiry>>		

Note Created: 9/29/2011 05:58PM	Note Created By: Miller, Kara	Note Type: Customer Interaction

BMW of North America, LLC
BMW Group Company

Customer Service Request Detail # 201126600819

>>cci for clarification on what parts were under recall and why only certain brake parts were refunded-cst sttd that she did report the pump issue and the resulting leaking issues to the nhtsa-cst sttd that her current trans issue is a recall listed on website and she believes is a recall on her car that was never completed-cst repeatedly asks for confirmation on whether her veh was ever effected by the trans issue-cst sttd that the dlr says they see transmission work done under warr. wtr adv that there are no open recalls on the veh-wtr adv there are only two states a recall can exist in open or closed-wtr adv that service history is avail through dlr and should be able to confirm past repairs-wtr adv that dlr inf her that they see no trans recall work-wtr adv that no open recalls means either her veh was never effected or it was and the work was closed out-wtr adv that this is mandated by nhtsa-wtr adv there is not a choice to comply bmwna is obligated by law to inform cst by mail and that if work completed in order to close out recall the work and parts would be inspected first-wtr adv if she requires further assistance in this matter to call cr back and speak with cam joe.	

Created: 11/15/2011 01:57PM
By Customer Relations Dept